

Electronic Patent Application Fee Transmittal

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|---------------------------------------------|---------------------------------------------------------------------------|
| Application Number: | 09690566 |
| Filing Date: | 17-Oct-2000 |
| Title of Invention: | SYSTEM AND METHOD FOR DETERMINING AND REDUCING CUSTOMER SERVICE IMPACT |
| First Named Inventor/Applicant Name: | Michael P. Lilly |
| Filer: | Shawn Li/Kristin Lawson |
| Attorney Docket Number: | 119645-00103.118 |

Filed as Large Entity

Utility Filing Fees

| Description | Fee Code | Quantity | Amount | Sub-Total in USD(\$) |
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Basic Filing:

Pages:

Claims:

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|-----------------------------------|------|---|-----|-----|
| Claims in excess of 20 | 1202 | 2 | 50 | 100 |
| Independent claims in excess of 3 | 1201 | 1 | 210 | 210 |

Miscellaneous-Filing:

Petition:

Patent-Appeals-and-Interference:

Post-Allowance-and-Post-Issuance:

| Description | Fee Code | Quantity | Amount | Sub-Total in USD(\$) |
|-----------------------------------|----------|----------|--------|----------------------|
| Extension-of-Time: | | | | |
| Extension - 1 month with \$0 paid | 1251 | 1 | 120 | 120 |
| Miscellaneous: | | | | |
| Total in USD (\$) | | | | 430 |